

The company's 3,000 customers must be right: Sudbay predicts this fiscal year's sales to more than quadruple the \$9 million SymQuest earned in 1997.

There's still room for expansion at the company's 40,000-square-foot headquarters on Community Drive. But a cautionary history looms, as well: SymQuest is housed in the footprint of now-extinct computer giant Digitial Equipment Corp.

Sudbay and SymQuest co-founder Pat Robins sidestepped the fragile dot-com bubble of the past decade by integrating computer systems development with the lower-tech standbys of office work flow: copiers and printers.

"The Jetsons meet the Flintstones here," Sudbay quipped.

Approximately 20 percent of the company's revenues come from toner shipments and service contracts, he added.

SymQuest continually researches ways to better bridge the gap between pixels and paper.

Sudbay returns again and again to a fundamental question: how does information—often an intangible product—move through a business? And how is it thwarted?

His engineers, sales reps and technicians came up with a winning strategy: maximize customers' uptime with secure, off-site monitoring, matched with prompt, people-to-people service.

Rob Bromee, who directs SymQuest's support center, said the company's proprietary "Sentinel" devices allow his team to diagnose and even predict failures on clients' computers and networks.

"This is not just patch management," he said. "We're listening. We like to go back upstream from the problem, to see what's causing it."

Remote monitoring now extends to printers and copiers, as well. SymQuest can read meters and gauge maintenance needs; customers receive toner shipments days before they're needed.

In theory, a company in Bangkok could choose to delegate its IT management to SymQuest. For Sudbay, a 1979 graduate of University of Vermont, the vision remains in New England: Regional is beautiful.

"Keeping everyone within two hours is our goal," he said. "Local is too small; regional provides us with the economy of scale for purchasing similar to big Web and Wall Street companies.

"This isn't India," he continued. "We're based in the same time zone as our customers. If they need a physical presence, we're able to put our capes on."

Sudbay said a tighter network of offices also allows employees to develop ties to their communities. Plaques on the walls at the South Burlington headquarters laud volunteers and charity fundraisers; firefighters, Little League coaches and Penguin Plungers.

The Deane C. Davis Award also cited SymQuest's direct outreach of cyber-expertise.

In February, following a competitive grant process, SymQuest awarded a "\$25,000 Office Makeover" to a drug treatment and youth center near its Plattsburgh office. Another makeover is under way to upgrade networking at a mental illness center in Keene, N.H.

Neighborliness, Sudbay said, is essential to good business.

"Simply put, we're looking for mutually profitable, long-term relationships with customers," he said. "The old adage where good guys finish last? Well, it's bogus. Good things happen to good people."

REMEMBERING TIM RUSSERT

Mr. DODD. Mr. President, it is with great sadness that I rise today to re-

member Tim Russert—a remarkable individual, a journalist, a former staff member in this body, a dedicated husband, and above all else, a father. And I would like to add my voice to the chorus of those who have sung his praises these sad past several days.

Tim Russert was a force in American politics—and a force for integrity in our media. For 17 years, millions of Americans have looked to Tim on Sunday mornings for his insight into our political process. From his days serving as an aide to our former colleague from New York, Senator Moynihan, through every minute of his remarkable tenure at NBC, Tim never lost his enthusiasm for vibrant but respectful political discourse. It was in so many ways his lifeblood.

Like few others, Tim understood the role politics played not just in the media—but in our daily lives. He saw politics for what it was—not a fight among partisans, but rather the medium in which the diversity of views and values in our society are arbitrated to a national conclusion.

In that sense, under Tim's stewardship, "Meet the Press" became the premier forum for showcasing the fundamentally decent side of politics that is almost entirely lost today—where people of very different views, backgrounds and perspectives, could come together to debate their differences respectfully and constructively.

Indeed, one saw that in Tim's approach to matters of faith—where his own views and values were very formidable indeed. A year ago, Senator BROWNBACK and I shared the stage with Tim at Boston College, where we each talked about our shared Catholic faith and the role the Church played in our lives, shaping our politics and our society. With all the controversy around faith in politics over the last several years, some wondered about the fireworks that could have ensued.

But what Tim, a practicing Catholic, wanted was not two Senators delivering sermons, if you will—about how to "use" faith as a political weapon. Rather, as someone who once said that the nuns in Catholic school, "taught me to read and write, but also how to tell right from wrong," Tim wanted us to talk about our formative experiences as Catholics. He wanted to engage us in a robust conversation about all that we shared—even in areas we vigorously disagreed with one another.

To be sure, in that sense, Tim was very much doing God's work each and every Sunday morning.

I was a guest on "Meet the Press" many, many times over Tim's years hosting the program. He was without question the most tenacious questioner I have ever known. Never once did I feel like Tim let me off easy. Never once did I feel he was being unfair or trying to score points. Every time I was on, most recently just a few weeks ago, he pressed me, pushed me, poked and prodded me as he did thousands of guests.

We were all the same in his eyes—no matter how many years we had been in public life, no matter how accomplished we were. He simply wanted to get at the truth—and if you didn't give it to him, Tim made sure that the whole world would know.

Certainly, there are many guests over the years who "bombed" on "Meet the Press." One of the things I loved about Tim was that while he might let you embarrass yourself on national television, he would never embarrass you.

Part of that was his fundamental decency—but so, too, was it the special appreciation Tim had for his guests, having been on the other side himself, walking these very halls on behalf of our departed colleague from New York. Tim understood as well as anyone what those of us in public life did for a living—and I wish more in his profession were afforded his perspective.

Of course, Tim appreciated nothing more than family. Every time I saw Tim, he always wanted to know how your family was doing. Indeed, for all of his famously aggressive journalistic acumen, it is impossible to not mention the other side of that gregarious personality—the warmth and generosity. When I was on "Meet the Press" last year, Tim took the time after our interview to jump around and dance with my two young daughters. The twinkle in his eye was unmistakable when you talked family with Tim.

Lastly, I want to say a word about one of Tim's greatest legacies, and that is fatherhood—his contributions to what being a father means in America. His call to our responsibilities as fathers and the difference an active, involved, caring father can make in a child's life will be one of Tim's most significant legacies.

My colleagues know I have spoken many times on this floor about what my father meant to me—how more than anything or anyone else, it was my father's example that compelled me into public service.

Tim and I shared that bond, I think. Indeed, we both wrote books about our fathers—I having published long lost letters from my father as a prosecutor in the Nuremberg Trials, Tim writing two books, including one about the lessons he learned from his father, "Big Russ" in Buffalo.

At a time when some debate the condition of the American family, Tim's meditations on fatherhood—on the wisdom and character passed down by his father—struck a deep, resonant chord.

It was one of the saddest ironies of all that his next broadcast would have been on Father's Day. But perhaps it was meant to be that way—remembering Tim on a day in which we were all celebrating our fathers.

Jackie and I send our deepest sympathies to Maureen, Luke, Big Russ, and the rest of the Russert family. Our thoughts and prayers are with them—Tim will be dearly missed.